

Reporting Requirements Summary

Complete list of information and monitoring requirements by Devon Supporting People

What?	To whom?	When?	Why?
<p>Performance Indicators (PI's)</p> <p>Must be completed for each of your contracted services for every quarter. Currently PI workbooks are <u>not</u> required for Community & Alarm Services.</p>	<p>Email: devonsp@devon.gov.uk</p>	<p>Due within 4 weeks of the end of each quarter.</p> <p>Shown below are deadlines for submitting the PI workbook for each quarter of 2011/12 reporting year:</p> <p>Quarter 1: 31st July 2011 Quarter 2: 30th October 2011 Quarter 3: 29th January 2012 Quarter 4: 29th April 2012</p>	<p>Performance Indicators are an essential part of the Devon SP team's review process. Indicators on staffing levels, availability, utilisation and throughput provide valuable information when we are comparing your service with other similar services.</p>
<p>Quality Assessment Framework (QAF) - Self Assessment</p> <p>As of 1st April 2004, Providers will be assessed and reviewed on Core Service Objectives.</p> <p>One workbook per provider must be completed once a year unless the provider was reviewed during the financial year.</p>	<p>Email: devonsp@devon.gov.uk</p>	<p>All providers must submit QAF once a year by 1st October.</p>	<p>The Quality Assessment Framework (QAF) will introduce consistent minimum standards for quality into the supported housing sector. Providers are required to reach a minimum standard of level C (or QAF Lite if this is applicable) in all the Core Service Objectives by the time of their first review. The QAF Objectives are a vehicle for ensuring continuous</p>

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			improvement in the quality of housing related support provided by SP funded services.
<p>4 Weekly Notification Form (where the service is chargeable)</p> <p>You will need to inform the Devon SP Team of any changes within your chargeable services. For instance, where a new service user enters or leaves your service, or has a change of circumstances. If you are not sure if your service is chargeable, please contact the Devon Supporting People Finance Team on 01392 383068.</p>	<p>Devon Supporting People The Annexe County Hall Topsham Road Exeter EX2 4QR 01392 383068</p> <p>jan.macgregor@devon.gov.uk or sonakshi.mishra@devon.gov.uk</p>	<p><u>Block Subsidy contract holders</u> Every 4 weeks you will receive a tenant subsidy schedule for each service (if you have more than one) listing all eligible service users that are receiving subsidy via Supporting People Grant. Within 10 working days of receiving this, you should complete and return the 4 weekly Notification form unless there are no changes.</p> <p><u>Block Gross Chargeable Services</u> Every 4 weeks, you will receive a list of current service users showing their eligibility status and highlighting any outstanding evidence or forms. Unless there are no changes, you must complete a 4 weekly Notification form following every monthly SP Grant payment that you receive.</p>	<p>The 4 Weekly Notification form is needed by the Devon Supporting People Team to establish all service users' eligibility to receive a subsidy via SP Grant.</p>
<p>Data Consent Form (where the service is chargeable) http://www.devon.gov.uk/data_consent_form_mar_2011.pdf</p> <p>This form should accompany the 4 weekly notification form for all new users.</p>	<p>As above for 4 weekly notification forms</p>	<p>Whenever a new user is notified on a 4 weekly notification form</p>	<p>To allow the sharing of information in accordance with the Data Protection Act 1988</p>
<p>Service User Form (where the service is chargeable) http://www.devon.gov.uk/service_user_form-4.pdf</p>	<p>As above for 4 weekly notification forms</p>	<p>Whenever a new user is notified on a 4 weekly notification form for Block Gross Chargeable Services.</p>	<p>To ensure service users are aware of their liability to pay for a chargeable service unless</p>

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<p>This form should accompany the 4 weekly notification form for all new users.</p>			<p>passported to a free service via Housing Benefit eligibility or a free or reduced charge service via a Fairer Charging Assessment</p>
<p>Housing Benefit Evidence (where the service is chargeable) http://www.devon.gov.uk/hsg_benefit_evidence-3.pdf</p> <p>This should accompany the 4 weekly notification form or be provided as soon as practical for all eligible service users.</p>	<p>As above for 4 weekly notification forms</p>	<p>As soon as available.</p>	<p>To establish all service users' eligibility to receive a subsidy via SP Grant.</p>